



**Purchasing Contract
CITY OF AUSTIN
RECOMMENDATION FOR COUNCIL ACTION**

**AGENDA ITEM NO.: 25
AGENDA DATE: Thu 03/03/2005
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SUBJECT: Authorize execution of Amendment No. 6 to the contract with MOTOROLA INC., Austin TX, to set up and install the latest versions of Customer Service Request software used in the Customer Information Center, in an amount not to exceed \$183,490, for a revised total amount not to exceed \$817,484.

AMOUNT & SOURCE OF FUNDING: Funding is available in Fiscal Year 2004-2005 Amended Operating Budget of Austin Energy.

FISCAL NOTE: There is no unanticipated fiscal impact. A fiscal note is not required.

REQUESTING Purchasing **DIRECTOR'S**
DEPARTMENT: for Austin Energy; Financial and **AUTHORIZATION:** Vickie Schubert
Administrative Services -
Communications and
Technology Management;

FOR MORE INFORMATION CONTACT: Vic Chanmugam-CPM, Specialist Senior Buyer/974-2030

PRIOR COUNCIL ACTION: May 10, 2001-approved original contract in the amount of \$159,160; November 20, 2003-approved Amendment No. 2 in the amount of \$301,334; June 24, 2004-approved Amendment No. 4 in the amount of \$60,000.

BOARD AND COMMISSION ACTION: N/A

PURCHASING: N/A

MBE / WBE: This contract will be awarded in compliance with Chapter 2-9 of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

Amendment No. 6 will enhance the Customer Service Request (CSR) system with the installation of Contact Center with Computer Telephony Integration (CTI), version 3.10 of CSR, version 2.0 of CSR Contact Center, version 2.2 of CSR Geo Data Manager, and the Application Hub software. These releases will improve use of the application in the Citywide Information Center (CIC) by making the interface with users easier, improving ability to report on CIC phone and service request activities, providing staff with alerts when critical errors occur or processes fail, and preparing for the interface between the CSR and other City software applications.

On May 10, 2001, Council approved a contract on a pilot project basis for the supply and installation of a Customer Service Request (CSR) system to be used in the Austin Police Department (APD) for handling non-emergency (311) calls/requests for public safety that required a police officer visit. It was decided in September 2003 to expand this system citywide on a phased in basis, to include non-emergency calls that did not require police officer visits. In October 2003 a pilot project, called the Citywide Customer Information Center, was initiated. The project is expanding the use of the CSR system and 311 to include other types of City services. The first non-public safety group to go live was the Transportation Division of TPSD in February 2004. Since then, Street and Bridge, portions of Watershed Protection, Health and



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Human Services and Parks and Recreation have also been phased into the system. Solid Waste Services is the next department to be phased in and is scheduled for Spring 2005.

The City Wide Information Center uses the CSR system to efficiently retrieve and provide up to date information to citizens and to take service requests. Service requests currently make up about 10% of the calls to the CIC. In its first partial year of operations, the CIC took 23,000 service requests. Through CSR the service requests are routed to the appropriate department to be investigated and acted upon. Activities and outcomes are entered into CSR by the departments. When work is completed, the department closes the service request. Each service request is assigned a tracking number so that citizens can call back and follow up on the status of their request. The CSR system will generate reports that allow managers to monitor performance and improve processes. The system also includes a web interface so that citizens may submit selected service requests through the city's website. The Citywide Information Center began operating 24/7 in November 2004 and is currently receiving approximately 30,000 calls a month.

There have been several amendments to the original contract with Motorola for the CSR system: Amendment No. 1 dated September 3, 2003 in the amount of \$43,000 was for training and configuration services; Amendment No. 2 dated November 20, 2003 in the amount of \$301,334 was for additional concurrent licenses, training and implementation services for the citywide project. Council approved Amendment No. 2 in an amount not to exceed \$301,334. The total revised contract amount in the RCA for Amendment No. 2 was incorrect because Amendment No. 1 was listed as \$40,000 instead of \$43,000. The total revised contract amount should have been \$503,494, rather than \$500,494. Amendment No. 3 dated March 24, 2004 for \$41,000 was for the installation of the Contact Center module for information management. Amendment No. 4 dated June 22, 2004 for \$60,000 was for the installation of the Geo Data Manager Tool for importing geo data into the CSR system.

The following table summarizes the dates and amounts of the contract and amendments to date:

<u>Contract History</u>	<u>Dollars</u>
Original Contract, May 10, 2001	\$159,160
Amendment No. 1, September 3, 2003	\$ 43,000
Amendment No. 2, November 20, 2003	\$301,334
Amendment No. 3, Admin increase March 24, 2004	\$ 41,000
Amendment No. 4, June 24, 2004	\$ 60,000
Amendment No. 5, Admin increase	\$ 29,500
Proposed Amendment No.6 Current RCA	<u>\$183,490</u>
Revised contract total	\$817,484